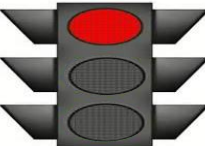
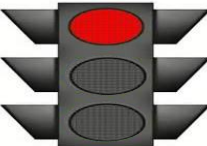


EMS Turnout Time Defect Rate Louisville Fire Department

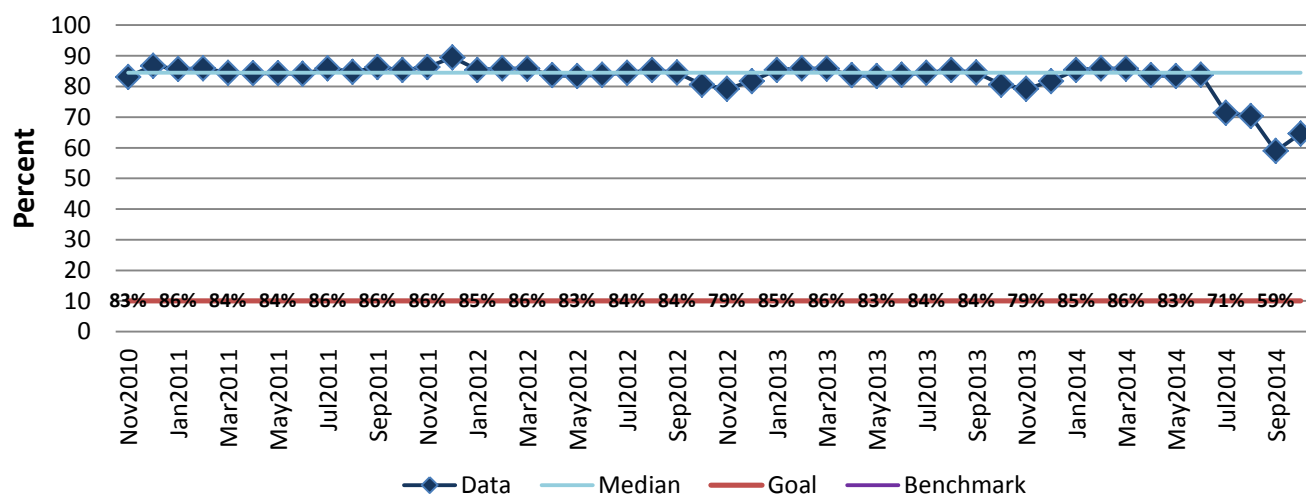


KPI Owner: Fire Department Chief of Staff

Process: Fire Response

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary			
Baseline: FY 14 avg. = 83.7%		Data Source: Firehouse Analytics Goal Source: NFPA 1710 Benchmark Source: NFPA 1710	Plan-Do-Check-Act Step 3: Determine and quantify root causes			
Goal: No more than 10% of incidents have a late turnout time (>60 sec) by first responding unit.			Measurement Method: Percentage of incidents in which the first responding unit took more than 60 seconds to turnout to an incident.			
Benchmark: 90% within 60 seconds			Why Measure: Assure members are efficiently reacting to calls for service Next Improvement Step: 1. Assure proper measuring 2. Educate Suppression members on proper response techniques			
How Are We Doing?						
Nov2013-Oct2014 12 Month Goal	Nov2013-Oct2014 12 Month Actual		Oct2014 Goal	Oct2014 Actual		
10%	78%		10%	65%		
Percent	Percent		Percent	Percent		

EMS Turnout Time Defect Rate



Turnout Time Breakdown in Seconds

